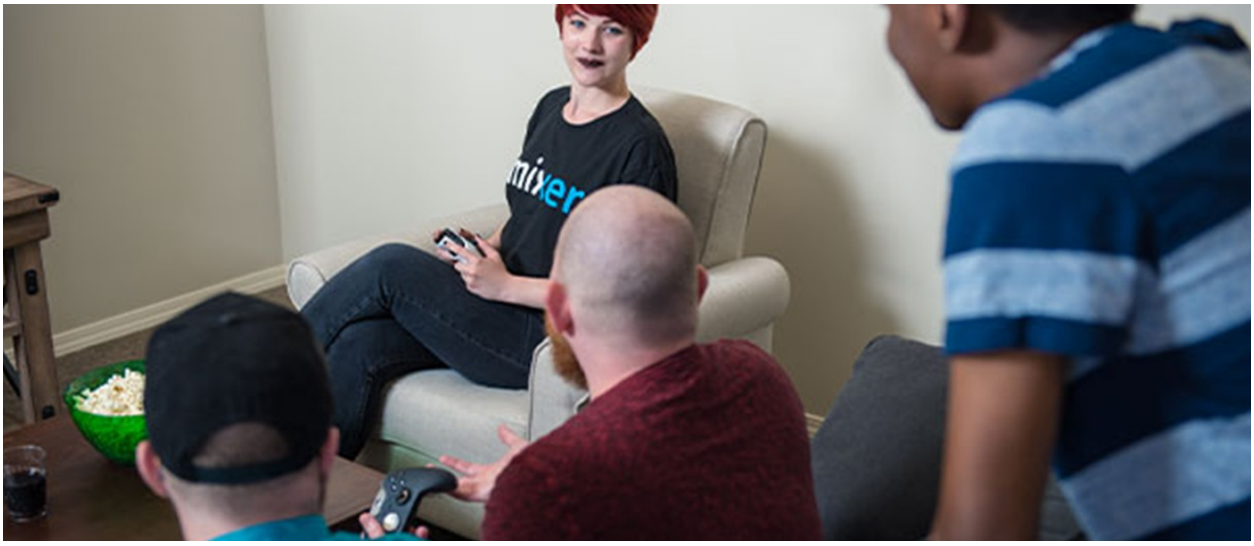

Chat update

Announcements MissJeSuisPrest Feb 12, 2019

Dear Xbox Ambassadors,

We'd like to start by thanking everyone for their patience, as we know we have been quiet regarding an important part of the program for many Ambassadors—Chat. We have some important information that we need to share with you regarding this activity. While this will not be the update many of you were hoping for, we ask that you please read this communication in its entirety as it will help explain some of the factors that lead to this outcome.

The tool previously used to facilitate 1-on-1 conversations (commonly referred to as Chat) will not be returning to the program. We know that many of you reading this have been through it all, which makes this message quite difficult to write. However, we feel we owe it to the community to be very clear about the situation, how we got here, and most importantly where we're going next.

Prior to the website launch in July 2018, we worked with various development teams to build a new version of Chat that would integrate with the new website and Responder. At launch, the community spoke out about issues with the tool, so we temporarily took Chat offline to improve the experience for Ambassadors. We began working to identify the critical engineering work that needed to be completed to get the tool to a place that met internal quality standards and provided a good experience for our Ambassadors and the Xbox users they wanted to help. Our team, along with other teams around Microsoft, spent the last six months working to fix the outstanding issues. However, because of our dependency on other dev teams, we are unable to re-release the tool.

While the former tool that powered Chat is gone, our mission remains—we empower and reward Ambassadors for helping other gamers. We have published an ongoing mission so we can reward XP to Ambassadors for having helpful conversations with gamers in the absence of a tool that automatically tracks activity. While we understand this is not an exact replacement, we believe this solution will allow Ambassadors the ability to have meaningful 1-on-1 conversations and interactions in their own way, opening more avenues in which Ambassadors can help other gamers while still unlocking XP.

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src="https://wordpressblogupdate.azurewebsites.net/wp-content/uploads/2019/02/Xbox-Ambassadors-Chat-Mission_-1024x686.jpg"
alt="Screenshot of new self-reported conversations mission"
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From Megabot to the Ambassabank, Chat has taken various forms since its 2011 inception into the Xbox Ambassadors program. While the technology powering these conversations has changed over the years, Ambassadors have always had one goal—to help other gamers.

If a different solution becomes available in the future, we will ensure Ambassadors are made aware.

If you have questions or would like to voice your thoughts, please reach out to your Community Manager or email us directly at xboxambs@microsoft.com. We are always listening, and to show you that your feedback is always heard and taken into consideration, we have stood up a Forums thread to increase visibility on the status of your feedback and requests.

Learn more about how we're putting feedback into action.

The Ambassador community is an amazing and positive force within the Xbox community, and we are committed to making that impact even greater in the future. As Xbox continues to evolve, we must evolve with it. We have seen your dedication and respect for the Xbox Live community, and we truly are working to take it to the next level.

In the upcoming weeks, we will share with you what that means and how we intend to make the Xbox Ambassadors program more powerful than ever. This is not the end and we look forward to your continued loyalty and invite each and every one of you along for this exciting journey.

Sincerely,

Your Xbox Ambassadors Team